

Barista Basics

BARISTA CERTIFICATION KIT





BARISTA BASICS BARISTA CERTIFICATION KIT

Name: _____

Welcome to your Barista Certification Kit!

This kit contains the items you need to become a certified barista at Starbucks. The following pages include your training plan, check-ins and your overall barista certification. This kit is yours to use and to customize at your discretion.

Your barista trainer and store leader will also use this kit to help plan your training and to assess the skills you are learning. Use this kit to familiarize yourself with the skills that you need to become a certified barista.

Good luck with your learning journey and remember: a great experience is delivered one person, one cup and one neighborhood at a time.





BARISTA BASICS TRAINING PLAN

Name: _____

Overview

Welcome to Starbucks! This training plan will serve as your guide to help you learn about your new role. Your manager and barista trainer will help you along the way. Below is an overview of the different “blocks” of training you will experience. The following pages contain the details of each block. Your manager will explain the order of your training plan. Enjoy the journey. We are glad you joined our team!

First Sip

Pre-requisite

☐ First Sip Discussion

☐ Starbucks Experience (Barista .25 hours)

Barista: 1.25 hours (T)

Store Leader: 1 hour (T) _____

Date/Time: _____

Your Role as a Barista

1

Barista: .25 hours (T)

Date/Time: _____

Committed to Customers

Barista: .5 hours (T)

Date/Time: _____

Focused on Quality

Barista: .25 hours (T)

Date/Time: _____

Health and Safety

Barista: .5 hours (T)

Date/Time: _____

Customer Support

Barista: 2.75 hours (T)

Trainer: 2.5 hours (T) _____

Date/Time: _____

Starbucks Coffee Academy

*Substitute Mastrena II for Mastrena Cards if applicable

Barista: 3 hours (T)

Trainer: 2.25 hours (T) _____

Date/Time: _____

Espresso Bar

☐ Check-in #1: B and SL
.5 hours each (T)

Barista: 3.25 hours (T)

Trainer: 1.25 hours (T) _____

Date/Time: _____

Cold Beverage

☐ Check-in #2: B and SL
.5 hours each (T)

Barista: 2 hours (T)

Trainer: 1.5 hours (T) _____

Date/Time: _____



BARISTA BASICS TRAINING PLAN

Name: _____

Training Plan Continued

Beverage Sequencing

☐ Check-in #3: B and SL
.5 hours each (T)

Barista: 1.75 hours (T)
Trainer: 1.25 hours (T) _____
Date/Time: _____

☐

Register

Barista: 2.25 hours (T)
Trainer: 1.75 hours (T) _____
Date/Time: _____

☐

Support

Barista: 1.5 hours (T)
Trainer: 1 hour (T) _____
Date/Time: _____

☐

Dedicated to Each Other

Barista: .25 hours (T)
Date/Time: _____

☐

Additional Training

(if applicable)

See next page for additional modules
Barista:
Trainer:
Date/Time: _____

☐

Next Chapter

Barista: .5 hours (T)
Store Leader: .5 hours (T) _____
Date/Time: _____

☐

Reference the Store leader Support Kit for scheduling considerations.

Total Training Hours:

Barista: 21.5 hours

Barista Trainer: 11.5 hours

Store Leader: 3.5 hours



BARISTA BASICS TRAINING PLAN

Name: _____

Additional Modules

Depending on your store type, you may be assigned additional training modules. Your manager will let you know if you need to complete any additional training.

Starbucks® Nitro Cold Brew

☐

Barista: .5 hours (T)

Trainer: .25 hours (T) _____

Date/Time: _____

Mobile Order and Pay

☐

Barista: .25 hours (T)

Date/Time: _____

Drive Thru

☐

Barista: 2.75 hours (T)

Trainer: 2.5 hours (T) _____

Date/Time: _____

Starbucks Reserve™

☐

Barista: .75 hours (T)

Trainer: .5 hours (T) _____

Date/Time: _____



BARISTA BASICS TRAINING PLAN

Your Role

Learning Cards

Barista
.25 hours

- ☐ Your role as Barista
- ☐ Mission and Values

Barista- .25 hours

- ☐ Barista Approach
- ☐ Barista Pattern

Committed to Customers

Learning Cards

Barista
.5 hours

- ☐ Creating Best Moments
- ☐ Committed to Customers

Barista- .5 hours

- ☐ Starbucks® Rewards
- ☐ LATTE Model

Focused on Quality

Learning Cards

Barista
.25 hours

- ☐ Planted and Support Positions
- ☐ Routines

Barista- .25 hours

Health and Safety

Learning Cards

Barista
.5 hours

- ☐ Health and Safety
- ☐ Disruptive behaviors

Barista- .5 hours

NOTES



BARISTA BASICS TRAINING PLAN

Name: _____

Trainer: _____

Day/Time/Shift: _____

Customer Support

Barista- 2.75 hours

Barista Trainer- 2.5 hours

Learning Cards

Barista

.25 hours

☐ Customer Support position

☐ Customer Support Cycle

☐ Station Inventory Restock

Activities

Barista and Trainer

2.5 hours

☐ Customer Support Cycle

☐ Brew Coffee

☐ Restock

☐ Check Café

☐ Perform Cycle Task List

☐ Monitor Temperatures

☐ Mix and Test Sanitizer

☐ Operations Station

☐ Prepare Beverage Ingredients

Practice

Barista

Note: Practice these skills during the activity and/or during a practice shift.

☐ Brew Coffee

☐ Station Restock

☐ Maintain Lobby/Check Café

☐ Maintain Food Case/RTD&E

☐ Date coding

☐ Temperature Log entry

☐ Prepare Mocha

☐ Prepare Whipped Cream

☐ Prepare Frappuccino® Roast

☐ Prepare Cold Brew

☐ Mix and test sanitizer

☐ Clean dishes

☐ Clean restrooms

☐ Clean Play

NOTES



BARISTA BASICS TRAINING PLAN

Name: _____

Trainer: _____

Day/Time/Shift: _____

Starbucks Coffee Academy

Barista- 3 hours

Barista Trainer- 2.25 hours

Learning Cards

Barista

.75 hours

- ☐ Coffee Origins
- ☐ Coffee Basics
- ☐ Coffee Tasting Characteristics

- ☐ Brewing Great Coffee
- ☐ Exploring Espresso
- ☐ All about Milk

Activities

Barista and Trainer

1.75 hours

- ☐ Four Fundamentals
- ☐ Grinding Coffee
- ☐ Bag Folding
- ☐ Pour Over Routine
- ☐ Coffee Tasting Characteristics

- ☐ Tasting and Comparing Roast Profiles
- ☐ Espresso Machine
- ☐ Pulling Espresso Shots
- ☐ Milk Steaming Routine

Practice

**Barista and Trainer*

.5 hours

- ☐ Milk Steaming

NOTES



BARISTA BASICS TRAINING PLAN

Name: _____

Trainer: _____

Day/Time/Shift: _____

Espresso Bar

Barista- 3.25 hours

Barista Trainer- 2.75hours

Learning Cards

Barista

.5 hours

☐ Beverage Sizes

☐ Shots per Beverage Size

☐ Syrups and Sauces

☐ Beverage Routine

☐ Iced Espresso Beverages

Activities

Barista and Trainer

1.75 hours

☐ Beverage Routine

☐ Handcrafting Hot Espresso
Beverages

☐ Handcrafting Hot and Iced
Espresso Beverages

Practice

Barista and Trainer

1 hour

☐ Beverage Routine

**Craft the following
Beverages:**

☐ Caffè Latte

☐ Americano

☐ Cappuccino

☐ Flat White

☐ Mocha

☐ Espresso
Macchiato

☐ Vanilla Latte

☐ Hazelnut
Cappuccino

☐ Iced Latte

NOTES

Check-in #1 (includes Espresso Beverages Skill Check, p. 14)

Your manager will conduct the Skill Check after you have had time to practice. Remember to follow the Beverage Routine and Milk Steaming Routine. Focus on quality, a clean workspace and providing the *Starbucks Experience* while crafting beverages!



BARISTA BASICS TRAINING PLAN

Name: _____

Trainer: _____

Day/Time/Shift: _____

Cold Beverage

Barista- 2 hours

Barista Trainer- 1.5 hours

Learning Cards

Barista

.5 hours

- ☐ World of Tea
- ☐ Shaken beverages
- ☐ Cold Coffee Beverages

- ☐ Cold Foam
- ☐ Frappuccino® Blended Beverages

Activities

Barista and Trainer

1.5 hour

- ☐ Shaken Iced Teas
- ☐ Shaken Iced Flavored Teas
- ☐ Starbucks Refreshers™
- ☐ Frappuccino® Quality Tasting

- ☐ Frappuccino® Blended Beverages
- ☐ Iced Tea Lattes
- ☐ Iced Coffee or Cold Brew
- ☐ Cold Foam

Practice

Barista

Note: Practice these skills during the activity and/or during a practice shift.

Craft the following beverages:

- ☐ Shaken Iced Teas
- ☐ Shaken Iced Flavored Teas
- ☐ Starbucks Refreshers™
- ☐ Matcha Green Tea Lemonade

- ☐ Frappuccino® blended beverages
- ☐ Iced Coffee
- ☐ Cold Brew

NOTES

Check-in #2 (includes Cold Beverages Skill Check, p. 23)

Your manager will conduct the Skill Check after you have had time to practice. Remember to focus on quality and providing the *Starbucks Experience* while crafting beverages!



BARISTA BASICS TRAINING PLAN

Name: _____
Trainer: _____
Day/Time/Shift: _____

Beverage Sequencing

Barista- 1.75 hours

Barista Trainer- 1.25 hours

Learning Cards

Barista

.5 hours

- ☐ Beverage Sequencing
- ☐ Blended Beverage Sequencing

Activities

Barista and Trainer

1.25 hour

- ☐ Sequence Hot Beverages
- ☐ Sequence Hot and Iced Beverages
- ☐ Sequence Frappuccino® Blended Beverages
- ☐ Sequence Espresso Beverages and Frappuccino® Blended Beverages

Practice

Barista

Note: Practice these skills during the activity and/or during a practice shift.

- Practice sequencing the following:
- ☐ Hot beverages
 - ☐ Hot and iced espresso beverages
 - ☐ Frappuccino® blended beverages
 - ☐ Espresso beverages and Frappuccino® blended beverages

NOTES

Check-in #3 (includes Beverage Sequencing Skill Check, p. 34)

Your manager will conduct the Skill Check after you have had time to practice. During the Skill Check, remember to follow the Beverage Routine and Milk Steaming Routine while sequencing two drinks at a time.



BARISTA BASICS TRAINING PLAN

Name: _____

Trainer: _____

Day/Time/Shift: _____

Register

Barista - 2.25 hours

Barista Trainer - 1.75 hours

Learning Cards

Barista

.5 hours

☐ Café Order Routine

☐ Cup Marking

Activities

Barista and Trainer

1.75 hours

☐ Café Order Routine

☐ Gather Brewed Coffee and Tea Routine

☐ Mark Cup

☐ Starbucks® Rewards

Practice

Barista

1 hour

☐ Ring orders on the Register

☐ Tender credit card, Starbucks® Rewards, cash transactions and other payment methods

☐ Locate and review Food Cards

☐ Practice Beverage ID codes

☐ Mark or label cups

☐ Describe Starbucks® Rewards

NOTES



BARISTA BASICS TRAINING PLAN

Name: _____

Trainer: _____

Day/Time/Shift: _____

Support

Barista- 1.5 hours

Barista Trainer- 1 hours

Learning Cards

Barista

.50 hour

☐ Support Position

☐ Hot Beverage Handling

☐ Serving Food

☐ Storing and Preparing Food

☐ Serving Food to Customers

Activities

Barista and Trainer

1 hours

☐ Warmed Food Routine

☐ Donating Expired Food

☐ Support Role Play

Practice

Barista

☐ Warm food

☐ Support position at different stations

Note: Practice these skills during the activity and/or during a practice shift.

NOTES



BARISTA BASICS TRAINING PLAN

Be Dedicated to Each other

Barista- .25 hours

Learning Cards

- ☐ Dedicated to Each Other
- ☐ Supporting Each other

- ☐ Recognition

Next Chapter

Barista- .5 hours
Store Manager- .5 hours

Activities

- ☐ Training Plan review
- ☐ Share feedback on training experience
- ☐ What went well? Opportunities?

- ☐ What skills do you want to continue to focus on developing?

NOTES

Barista Basics

CHECK-IN #1

During this *Check-in* with your Store Leader you will complete a *Skill Check* and *Knowledge Check*. The entire *Check-in* will take 30 minutes. *Knowledge Checks* can be revisited throughout the barista learning journey to check for understanding.



BARISTA BASICS SKILL CHECK #1: ESPRESSO BEVERAGES

The new barista has completed their Espresso Bar module and trainer-led activities. Now, it is time to check on their progress! Here, you will observe how well the barista can follow the Milk Steaming Routine and prepare core beverages.

Learning Objectives

After completing this skill check, the barista should be able to demonstrate:

- ☐ Milk Steaming Routine
- ☐ Preparing core beverages:
 - Tall Caffè Latte
 - Decaf Tall Cappuccino
 - Half Decaf Tall Caffè Americano
 - Tall Flat White
 - Tall Caffè Mocha

Directions

The skill check should be scheduled during a time when the barista is working an overlapping shift with you (the store leader). The skill check should take approximately **15 minutes**.

The skill check should be led by the store leader.

During the skill check, provide coaching and guidance as needed. Share observed strengths and identify any areas where the barista could improve.

If barista does not follow Beverage Routine or recipe correctly, provide coaching/feedback using the Teaching Routine (including major steps, key points and reasons why) and beverage recipe card

Checklist

- Schedule 15 minutes for the new barista to conduct the skill check
- Have the following materials available:
 - ☐ This skill check
 - ☐ Training plan
 - ☐ Beverage Recipe Cards
 - ☐ Beverage Routine



BARISTA BASICS

SKILL CHECK #1: ESPRESSO BEVERAGES

Name: _____

Date: _____

Milk Steaming Routine

Task: Referring to the Milk Steaming Routine, steam and aerate milk.

Steps	Key Points	Yes	Not quite yet!
1. Pour milk	Measure to beverage size using the lines on the pitcher	☐	☐
2. Aerate milk	- Fully submerge steam wand in milk - Slightly tilt the pitcher ensuring the steam wand tip does not touch the bottom - Open the steam wand by pulling the handle all the way down to "auto" - Slowly lower pitcher until you hear a paper-tearing sound. Aerate 1 to 3 seconds (6 to 8 seconds for cappuccino or espresso macchiato)	☐	☐
3. Auto steam milk	- Set the pitcher down - Angle steam wand towards the machine to create whirlpool while milk is steaming	☐	☐
4. Sanitize wand	- When auto steam finishes, remove pitcher - Wipe steam wand, then exhaust for 2 seconds - Keep steam wand angled out	☐	☐
5. Groom milk	Groom milk by gently tapping on counter and swirling the pitcher	☐	☐

Comments:



BARISTA BASICS

SKILL CHECK #1: ESPRESSO BEVERAGES

Name: _____

Date: _____

Prepare Core Beverages

Task: Referring to the Beverage Routine and Beverage Recipe Cards, prepare the following core beverages. To start, mark each cup with the appropriate Beverage ID code. If time permits, prepare a seasonal beverage as well (optional).

Beverage	Steps / Key Points	Yes	Not quite yet!
1. Tall Caffè Latte	1. Steam milk – Pour milk to appropriate line on pitcher; follow Milk Steaming Routine, aerate 1 – 3 seconds	☐	☐
	2. Queue shots – Press appropriate button; capture 1 shot (including tail) in cup	☐	☐
	3. Add syrup (skip)	N/A	N/A
	4. Finish – Fill cup with steamed milk and ¼ inch (6 mm) foam to ¼ inch (6 mm) below cup rim	☐	☐
2. Decaf Tall Cappuccino	1. Steam milk – Pour milk to below appropriate line on pitcher; following Milk Steaming Routine, aerate 6 – 8 seconds	☐	☐
	2. Queue shots – Press appropriate button; capture 1 shot (including tail) in cup	☐	☐
	3. Add syrup (skip)	N/A	N/A
	4. Finish – Free pour foamy milk into cup; ¼ inch (6 mm) below cup rim	☐	☐

Comments:



BARISTA BASICS

SKILL CHECK #1: ESPRESSO BEVERAGES

Name: _____

Date: _____

Prepare Core Beverages (*continued*)

Task: Referring to the Beverage Routine and Beverage Recipe Cards, prepare the following core beverages. To start, mark each cup with the appropriate Beverage ID code. If time permits, prepare a seasonal beverage as well (optional).

Beverage	Steps / Key Points	Yes	Not quite yet!
3. Half Decaf Tall Caffè Americano	1. Steam milk (skip)	N/A	N/A
	2. Queue shots – Press appropriate button; capture 2 shots (including tail) in cup	☐	☐
	3. Add syrup (skip)	N/A	N/A
	4. Finish – Fill with hot water from the coffee brewer or instant hot water dispenser to ¼ inch (6 mm) below cup rim	☐	☐
4. Tall Flat White	1. Steam milk – Pour milk to appropriate line on pitcher; follow Milk Steaming Routine; aerate 1–3 seconds	☐	☐
	2. Queue shots – Press appropriate buttons; pour 2 ristretto shots into cup	☐	☐
	3. Add syrup (skip)	N/A	N/A
	4. Finish – Free pour milk in slow, steady stream above the center of the cup until 2/3 full; tilt steaming pitcher spout forward keeping it close to surface and continue pouring, creating a small “dot” of foam	☐	☐

Comments:



BARISTA BASICS

SKILL CHECK #1: ESPRESSO BEVERAGES

Name: _____

Date: _____

Prepare Core Beverages (*continued*)

Task: Referring to the Beverage Routine and Beverage Recipe Cards, prepare the following core beverages. To start, mark each cup with the appropriate Beverage ID code. If time permits, prepare a seasonal beverage as well (optional).

Beverage	Steps / Key Points	Yes	Not quite yet!
5. Tall Caffè Mocha	1. Steam milk – Pour milk to appropriate line on pitcher; follow Milk Steaming Routine, aerate 1 – 3 seconds	☐	☐
	2. Queue shots – Press appropriate button; capture 1 shot (including tail) in cup	☐	☐
	3. Add syrup – add three full pumps of Mocha sauce	☐	☐
	4. Finish – Swirl espresso shots and mocha sauce; pour steamed milk into cup to ½ inch (1 cm) below rim; top with whipped cream	☐	☐

Comments:



BARISTA BASICS KNOWLEDGE CHECK #1

Name: _____

Date: _____

All About Milk

1. What two things must be controlled when steaming milk?
2. What is the correct order of the Milk Steaming Routine?
3. What step of the Milk Steaming Routine ensures proper milk flavor and texture (microfoam)?
4. How long should you aerate milk for a latte?
5. How often should milk pitchers, thermometers and spoons be rinsed?
6. Can milk be resteamed?

Brewing Great Coffee

1. The Four Fundamentals are:
2. The recommended proportion of coffee to water is:
3. To determine the right grind for customers, what is the most important thing you need to know?
4. I use twice the amount of coffee to make it really strong. Which fundamental is negatively impacted?
5. I sometimes leave my coffee bag open on the counter because I like the smell in my house. Which fundamental is negatively impacted?
6. I use less than the recommended amount of coffee for weaker cups of coffee. Which fundamental is negatively impacted?
7. I brew my coffee at about 180 degrees so I don't have to wait for it to cool too long before drinking. Which fundamental is negatively impacted?

Coffee Basics

1. Which Starbucks® coffees are available year-round?
2. What are coffees called if they are only available for a specific amount of time?
3. What do we call coffees developed to create new flavors not found in single-origin coffee?
4. What are coffees called that highlight the distinct flavors of a specific country or region?

Coffee Origins

1. There are two main species of coffee trees: *arabica* and *robusta*. Which tree produces the high-quality coffee Starbucks buys?
2. What is the area called where almost all the world's coffee grows?
3. Which growing region has flavors of nuts, cocoa and soft spice?
4. Coffee from which growing region has flavors of citrus, berry and spice with floral aromas?
5. Coffee from which growing region has herbal, earthy flavors?
6. What is the goal of the Sustainable Coffee Challenge?



Answers for Knowledge Check are located in the *Store Leader Support Kit*.



BARISTA BASICS KNOWLEDGE CHECK #1

Name: _____

Date: _____

Coffee Tasting Characteristics

1. What are the four steps of tasting coffee?
2. What term can be defined as the way something smells?
3. When tasting and describing coffee, what term refers to the tangy sensation on your tongue?
4. What term is used to describe the weight or texture on your tongue?

Exploring Espresso

1. Who owns espresso quality?
2. When pouring a perfect espresso shot, how should it look?
3. The three layers of a perfect espresso shot are:
4. What is the difference between a Latte and a Cappuccino?
5. How many shots are in a Doppio Espresso?
6. What espresso option has been the foundation for beverages since Starbucks started serving espresso in 1984?

Espresso Bar – Beverage Sizes

1. Which beverage size is 8 oz and no longer listed on the menu?
2. Which beverage size is 12oz?
3. Which beverage size is 16 oz, and sometimes referred to as medium by customers?
4. Which beverage size is 24 oz and sometimes referred to as large by customers?
5. Which beverage size is 31 oz and only available iced?

Espresso Bar – Shots per Beverage Size

1. How many shots of espresso are in a Short Caffè Latte?
2. How many shots of espresso are in a Grande Caffè Americano?
3. How many shots of espresso are in a Venti Caffè Latte?
4. How many shots of espresso are in a Venti Caffè Americano?
5. How many shots of espresso are in a Tall Caffè Latte?



BARISTA BASICS KNOWLEDGE CHECK #1

Name: _____

Date: _____

Espresso Bar – Syrups and Sauces

1. How many pumps of syrup are in Venti Starbucks® Blonde Vanilla Caffè Latte?
2. How many pumps of Mocha Sauce are in Grande Signature Caffè Mocha?
3. How many pumps of syrup are in a Short Signature Hazelnut Caffè Latte?
4. How many pumps of White Mocha Sauce are in a Tall Signature White Mocha Caffè Americano?
5. How many pumps of syrup are in a Venti Signature Caramel Caffè Latte?

Espresso Bar – Beverage Routine

1. Hannah would like a Short Caffè Mocha. Which series of steps should you follow to make Hannah's drink? Make sure steps are in the right order.
2. David has ordered a Grande Cappuccino. Which series of steps should you follow to make his drink? Make sure steps are in the right order.
3. You are making a Tall Vanilla Caffè Latte for Autumn. Which series of steps should you follow to make her drink? Make sure steps are in the right order.

4. George has ordered a Venti Hazelnut Caffè Latte. Which series of steps should you follow to make his drink? Make sure steps are in the right order.

Espresso Bar – Iced espresso beverages

1. How many shots of espresso and pumps of Syrup should you use to make an Iced Venti Hazelnut Latte?
2. How many shots of espresso and pumps of Mocha sauce should you use to make an Iced Grande Mocha?
3. How many shots of espresso and pumps of syrup should you use to make an Iced Tall Vanilla Americano?

Barista Basics

CHECK-IN #2

During this *Check-in* with your Store Leader you will complete a *Skill Check* and *Knowledge Check*. The entire *Check-in* will take 30 minutes. *Knowledge Checks* can be revisited throughout the barista learning journey to check for understanding.



BARISTA BASICS SKILL CHECK #2: COLD BEVERAGES

The new barista has completed their Cold Beverage module and trainer-led activity. Now it is time to check on their progress! Here, you will observe how well the barista can prepare our cold beverages.

Note: Sequencing beverages is not a focus of this skill check.

Learning Objectives

After completing this activity, the barista should be able to demonstrate preparing the following beverages:

- ☐ Teavana® Shaken Iced Tea or Teavana® Shaken Iced Tea Lemonade
- ☐ Starbucks Strawberry Açaí Refresher™
- ☐ Caramel Frappuccino® Blended Coffee
- ☐ Strawberry Frappuccino Blended Creme
- ☐ Starbucks® Cold Brew
- ☐ Iced Vanilla Caffè Latte
- ☐ Teavana® Iced Matcha Green Tea Latte (US or CA)

Directions

The skill check should be scheduled during a time when the barista is working an overlapping shift with you (the store manager). The skill check should take approximately **15 minutes**.

The skill check should be led by the store leader.

During the skill check, provide coaching and guidance as needed. Share observed strengths and identify any areas where the barista could improve.

If barista does not follow Beverage Routine or recipe correctly, provide coaching/feedback using the Teaching Routine (including major steps, key points and reasons why) and beverage recipe card

Checklist

- Schedule 15 minutes for the new barista to conduct the skill check
- Have the following materials available:
 - ☐ This skill check
 - ☐ Training plan
 - ☐ Beverage Recipe Cards
 - ☐ Beverage Routine
 - ☐ Blended Beverage Routine



BARISTA BASICS

SKILL CHECK #2: COLD BEVERAGES

Name: _____

Date: _____

Teavana® Shaken Iced Black Tea or Teavana® Shaken Iced Black Tea Lemonade

Task: Prepare a Tall Teavana Shaken Iced Black Tea or Shaken Iced Black Tea Lemonade.
To begin, mark a Tall cup with Beverage ID code – **BT** or **BTL**.

Steps	Key Points	Yes	Not quite yet!
1. Add tea	• Fill to appropriate line	☐	☐
2. Add water or lemonade	• Fill to appropriate line	☐	☐
3. Add syrup per recipe	• Dispense full pumps of syrup • Tall: 3 pumps	☐	☐
4. Finish	• Fill with ice to designated line • Put lid on shaker and shake vigorously 10 times • Pour contents into cup and top with flat lid • Hand off with appropriate size straw	☐	☐

Comments:



BARISTA BASICS

SKILL CHECK #2: COLD BEVERAGES

Name: _____

Date: _____

Strawberry Açai Starbucks Refresher™

Task: Prepare a Tall Strawberry Açai Refresher™. To begin, mark a Tall cup with Beverage ID code – SAR.

Steps	Key Points	Yes	Not quite yet!
1. Add base	• Fill shaker with Starbucks Refresher™ Strawberry Açai base to the appropriate line	☐	☐
2. Add cold water	• Fill shaker with cold water to Water line	☐	☐
3. Scoop dried fruit inclusion	• Add strawberry inclusion ◦ Tall: 1 scoop	☐	☐
4. Finish	• Fill with ice to Ice line • Put lid on shaker and shake vigorously 10 times • Pour contents into cup and top with lid • Handoff with appropriate size straw	☐	☐

Comments:



BARISTA BASICS

SKILL CHECK #2: COLD BEVERAGES

Name: _____

Date: _____

Caramel Frappuccino® Blended Coffee

Task: Prepare a Tall Caramel Frappuccino® Blended Coffee. To begin, mark a Tall cup with Beverage ID code – CRF.

Steps	Key Points	Yes	Not quite yet!
1. Pump coffee	Dispense 2 full pumps of Frappuccino® Roast into cup for a Tall size	☐	☐
2. Pour milk	Pour whole milk to lower line on cup	☐	☐
3. Pour cup contents	Into blender pitcher	☐	☐
4. Add flavor and ice	- Dispense 2 full pumps of Caramel syrup (CBS pump) into blender pitcher for a Tall size - Add one level ice scoop of the appropriate size scoop	☐	☐
5. Pump base	Dispense 2 full pumps of Coffee Frappuccino syrup base into blender pitcher for a Tall size	☐	☐
6. Blend	Press button #1	☐	☐
7. Finish	- Top with whipped cream and Caramel sauce in a spiral pattern - Top with lid and hand off with appropriate size straw	☐	☐
8. Clean up	After hand off, clean up; rinse blender pitcher and lid in sink	☐	☐

Comments:



BARISTA BASICS

SKILL CHECK #2: COLD BEVERAGES

Name: _____

Date: _____

Strawberry Frappuccino® Blended Creme

Task: Prepare a Tall Strawberry Frappuccino® Blended Creme. To begin, mark a Tall cup with Beverage ID code – CRF.

Steps	Key Points	Yes	Not quite yet!
1. Pour Strawberry Puree	To lowest ridge on bottom of cup	☐	☐
2. Pour milk	Pour milk to lower line on cup	☐	☐
3. Pour cup contents	Into blender pitcher	☐	☐
4. Pump Classic syrup and ice	- Dispense 1 Classic syrup (Hot Bar pump) into blender pitcher for a Tall size. *For CBS pump, use 2 Classic syrup pumps - Add one level ice scoop of the appropriate size scoop	☐	☐
5. Pump Crème Frappuccino® syrup base	Dispense 2 full pumps of Coffee Frappuccino syrup base into blender pitcher for a Tall size	☐	☐
6. Blend	Press button #1	☐	☐
7. Add Strawberry Puree	Add Strawberry Puree to lowest ridge on bottom of cup	☐	☐
8. Finish	- Top with whipped cream and Caramel sauce in a spiral pattern - Top with lid and hand off with appropriate size straw	☐	☐
9. Clean up	After hand off, clean up; rinse blender pitcher and lid in sink	☐	☐

Comments:



BARISTA BASICS

SKILL CHECK #2: COLD BEVERAGES

Name: _____

Date: _____

Iced Vanilla Caffè Latte

Task: Prepare a Tall Iced Vanilla Caffè Latte. To begin, mark a Tall cup with Beverage ID codes – **V** in the Syrup box and **L** in the Drink box.

Steps	Key Points	Yes	Not quite yet!
1. Queue shots	• Press the appropriate shot button • Capture shots (including tail) directly in cup ○ Tall: 1 shot	☐	☐
2. Add syrup	• Add Vanilla syrup to cup after queueing shots • Dispense full pumps of syrup ○ Tall: 3 pumps Note: For Blonde Espresso beverages, use one less syrup pump for each size	☐	☐
3. Add milk	• Add cold milk to upper line on cup	☐	☐
4. Finish	• Fill with ice to ¼ inch (6 mm) below cup rim • Top with lid and hand off	☐	☐

Comments:



BARISTA BASICS

SKILL CHECK #2: COLD BEVERAGES

Name: _____

Date: _____

Teavana® Iced Matcha Green Tea Latte (US ONLY)

Task: Prepare a Tall Teavana® Iced Matcha Green Tea Latte. To begin, mark a Tall cup with the Beverage ID code – GRTL.

Steps	Key Points	Yes	Not quite yet!
1. Add milk	• Add cold milk to shaker to the appropriate water line	☐	☐
2. Add matcha scoops	• Add slightly rounded scoops into the shaker ◦ Tall: 2 scoops	☐	☐
3. Finish	• Fill with ice to ice line in shaker • Put lid on shaker and shake 10 times • Pour contents into cup and top with lid • Handoff	☐	☐

Comments:



BARISTA BASICS

SKILL CHECK #2: COLD BEVERAGES

Name: _____

Date: _____

Teavana® Iced Matcha Green Tea Latte (CANADA ONLY)

Task: Prepare a Tall Teavana® Iced Matcha Green Tea Latte. To begin, mark a Tall cup with the Beverage ID code – **GRTL**.

Steps	Key Points	Yes	Not quite yet!
1. Add water to shaker	• Fill shaker to Tall tea line for all sizes	☐	☐
2. Pump liquid Cane Sugar (CBS pump)	• Dispense full pumps of Liquid Cane Sugar into cup ○ Tall: 3 pumps	☐	☐
3. Scoop matcha	• Add level scoops into the shaker ○ Tall: 2 scoops	☐	☐
4. Add ice	• Fill to appropriate size ice line	☐	☐
5. Shake and pour	• Shake 10 times and pour into cup	☐	☐
2. Add milk	• Fill cup with milk to ¼" (6 mm) below the rim of the cup	☐	☐
5. Finish	• Place lid on cup and swirl to incorporate milk • Hand off	☐	☐

Comments:



BARISTA BASICS KNOWLEDGE CHECK #2

Name: _____

Date: _____

Creating Best Moments

1. Jose smiles and says to a regular customer, "Good morning! What would you like today?" The customer says, "I will have my usual tall latte." Jose thanks the customer. How could Jose have improved the customer's experience?
2. A customer tells a barista she ordered a blueberry muffin but did not get it. The barista smiles and says politely, "Sorry, but I think you forgot to actually order a muffin." How could the barista have improved the customer's experience?
3. The bar barista smiles and makes eye contact when they hand the drink off to the customer, telling them to have a good day. The customer says, "Thank you." The bar barista says, "No problem." How could the barista have improved the customer's experience?
4. The Register barista smiles and says to a customer as they walk up to the POS, "Want the same thing, John?" The barista then thanks John. How could the barista have improved the customer's experience?
5. A customer says they ordered a soy latte, but the drink they received has milk. The barista knows the customer did not tell them they wanted soy and says, "You did not order your drink with soy." How could the barista have improved the customer's experience?
6. The bar barista is calling out drinks by customer's names, making eye contact with customers and telling them, "Thank you. Hope your day is great." But the barista looks stressed out. How could the barista have improved the customer's experience?
7. The same customer comes in every afternoon and orders a Grande Mocha. The Register barista smiles and says, "Good afternoon. Nice to see you. What would you like today?" The barista then thanks the customer for coming in. How could the barista have improved the customer's experience?

Health and Safety Standards

1. Is it okay if I touch the inside of pastry bag with my hand?
2. After taking the trash out, do I need to wash my hands?
3. After touching my hair, do I need to wash my hands?
4. Is it okay to dry my hands on my pants after washing them?
5. If I wash my hands for 5 seconds is that long enough?
6. Is it okay to recommend an unpackaged bakery item to a customer with a nut allergy?
7. If I think a product is allergen free, can I share that information with a customer?



Answers for Knowledge Check are located in the *Store Leader Support Kit*.



BARISTA BASICS KNOWLEDGE CHECK #2

Name: _____

Date: _____

Customer Support

1. The Customer Support Cycle is flexible. Who or what does this allow you to prioritize?
2. What is the first step of the Customer Support Cycle?
3. What area do you check during the second step of the Customer Support Cycle?
4. What is the third step in the Customer Support Cycle?
5. How do you know when to complete a Station Restock?
6. Why is it important to do a thorough Station Restock when directed to do so?
7. If some tasks are not completed when the timer goes off, when should you do them?

Cold Beverage

1. After serving the Starbucks Refreshers™ beverage to your customer, what is the next thing you do?
2. Can you Customize tea bases with or without liquid cane sugar?
3. Are Cloud Macchiatos made with Cold Foam Layer or Cold Foam Base?
4. Is the Nitro with Cold Foam made with Cold Foam Layer or Cold Foam Base?
5. How many steps are there when handcrafting Frappuccino® blended beverages?
6. The Four Fundamentals of tasting tea include water, temperature, time and _____.
7. What is the factor that affects tea quality and flavor aside from climate and soil?
8. Which type of tea has a moderate amount of caffeine and a fresh, vegetal flavor?
9. Which type of tea has a complex aroma, a full body and a robust flavor?

Barista Basics

CHECK-IN #3

During this *Check-in* with your Store Leader you will complete a *Skill Check* and *Knowledge Check*. The entire *Check-in* will take 30 minutes. *Knowledge Checks* can be revisited throughout the barista learning journey to check for understanding.



BARISTA BASICS SKILL CHECK #3: BEVERAGE SEQUENCING

The new barista has completed their Beverage Sequencing modules (learning cards) and trainer-led activities. They should also have had some time practicing their new skill at both the Espresso Bar and Cold Beverage stations. Now it is time to check on their progress! Here, you will observe how well the barista can prepare core beverages and sequence them while following the Beverage Routine.

Learning Objectives

After completing this activity, the barista should be able to demonstrate preparing and sequencing the following beverages:

- ☐ Tall Caramel Macchiato
- ☐ Tall Iced Caramel Cloud Macchiato
- ☐ Tall Chai Tea Latte
- ☐ Tall Iced White Chocolate Mocha
- ☐ Four additional beverages to sequence
- ☐ Clover® Brewed Coffee (if applicable)

Directions

The skill check should be led by the store leader and take approximately **15 minutes**.

To begin, mark four cups with the following Beverage ID codes:

- Tall Caramel Macchiato – **CM**
- Iced Tall Caramel Cloud Macchiato – **CCLM**
- Tall Chai Tea Latte – **CH**
- Iced Tall White Chocolate Mocha – **WM**

Select four additional beverages (common to your store) for the barista to sequence. Mark the cups with appropriate Beverage ID codes.

During the skill check, provide coaching and guidance as needed. Share observed strengths and identify any areas where the barista could improve.

Checklist

- Schedule 15 minutes for the new barista to conduct the skill check
- Have the following materials available:

- ☐ This skill check
- ☐ Training plan
- ☐ Beverage Recipe Cards
- ☐ Beverage Routine
- ☐ Blended Beverage Routine

Note: Make sure the barista is following the Beverage Routine and/or Blended Beverage Routine (if applicable).



BARISTA BASICS

SKILL CHECK #3: BEVERAGE SEQUENCING

Name: _____

Date: _____

Caramel Macchiato

Task: Prepare a Tall Caramel Macchiato – CM.

Steps	Key Points	Yes	Not quite yet!
1. Steam milk	• Pour milk to the appropriate line on pitcher • Follow the Milk Steaming Routine; aerate 1–3 seconds	☐	☐
2. Queue shots	• Press the appropriate shot button • Capture shots in shot glasses ◦ Tall: 1 espresso shot	☐	☐
3. Pump syrup	• Dispense full pumps of Vanilla syrup ◦ Tall: 2 pumps	☐	☐
Start next beverage		☐	☐
4. Finish	• Fill cup $\frac{3}{4}$ full with steamed milk • Top with foam to $\frac{1}{2}$ inch (1 cm) below cup rim • Pour espresso shots through the foam • Top with Caramel sauce – creating crosshatch, double-circle design	☐	☐

Comments:



BARISTA BASICS

SKILL CHECK #3: BEVERAGE SEQUENCING

Name: _____

Date: _____

Iced Caramel Cloud Macchiato

Task: Prepare an Iced Tall Caramel Cloud Macchiato– CCLM.

Steps	Key Points	Yes	Not quite yet!
1. Pour milk	- Pour 2% milk into the Cold Foam pitcher - Tall: 100 mls	☐	☐
2. Pump Vanilla syrup	- Dispense full pumps of syrup into Cold Foam pitcher - Tall: 1 pump	☐	☐
3. Scoop Cloud powder	- Add scoops of cloud powder to Cold Foam pitcher - Tall: 2 scoops	☐	☐
4. Blend Cold Foam	Blend with button #4	☐	☐
5. Queue Espresso shots	- Press the appropriate shot button - Capture shots in shot glasses - Tall: 1 shot	☐	☐
Start next beverage		☐	☐
6. Pour Cold Foam	Free pour Cold Foam to top line on cup	☐	☐
7. Add ice then espresso	- Add ice to ½" (6 mm) below the rim of the cup - Pour espresso shot over the top of ice	☐	☐
8. Finish	- Top with Caramel sauce in the crosshatch, double-circle design - Top with strawless lid	☐	☐

Comments:



BARISTA BASICS

SKILL CHECK #3: BEVERAGE SEQUENCING

Name: _____

Date: _____

Chai Tea Latte

Task: Prepare a Tall Chai Tea Latte – CH.

Steps	Key Points	Yes	Not quite yet!
1. Steam milk	• Pour milk to appropriate line on pitcher • Follow the Milk Steaming Routine; aerate milk 1–3 seconds	☐	☐
2. Pump Classic Chai concentrate	• Dispense full pumps ◦ Tall: 3 pumps	☐	☐
Start next beverage		☐	☐
3. Finish	• Fill cup half full with hot water • Fill the rest with steamed milk and ¼ inch of foam to ¼ inch (6 mm) below cup rim	☐	☐

Comments:



BARISTA BASICS

SKILL CHECK #3: BEVERAGE SEQUENCING

Name: _____

Date: _____

Iced White Chocolate Mocha

Task: Prepare an Iced Tall White Chocolate Mocha – WM.

Steps	Key Points	Yes	Not quite yet!
1. Queue espresso shots	• Press the appropriate shot button ◦ Tall: 1 espresso shot	☐	☐
2. Pump White Chocolate Mocha sauce	• Dispense full pumps ◦ Tall: 3 pumps	☐	☐
3. Add milk	• Swirl espresso and sauce • Add cold milk to upper line on cup	☐	☐
Start next beverage		☐	☐
4. Finish	• Add ice to ½" (1 cm) below cup rim. • Top with whipped cream and a dome lid	☐	☐

Comments:



BARISTA BASICS

SKILL CHECK #3: BEVERAGE SEQUENCING

Name: _____

Date: _____

Select Four Beverages To Sequence

Task: Select any four beverages to sequence. Select beverages that are both hot and cold.

Beverage	Key Points	Yes	Not quite yet!
1. Beverage #1:		☐	☐
2. Beverage #2:		☐	☐
3. Beverage #3:		☐	☐
4. Beverage #4:		☐	☐

Comments:



BARISTA BASICS KNOWLEDGE CHECK #3

Name: _____

Date: _____

Espresso Beverage Sequencing

1. You have three drinks in your queue. Which drink do you start first and where is your stopping point before beginning the next drink?
2. You have steamed milk, queued shots and pumped syrup for Drink 1, and you have two more drinks in queue. What should you do next?
3. You have now steamed milk, pulled shots and pumped syrup for Drink 1 and Drink 2. You have one more drink in your queue. What should you do next?
4. You have finished Drink 1. You have steamed milk, queued shots and pumped syrup for Drink 2. You still have Drink 3 in queue. What should you do next?
5. You have completed the first three steps of the Beverage Routine for both Drink 2 and Drink 3. What should you do next?

Blended Beverage Sequencing

1. What are the first six steps of the blended Beverage Routine in the correct order?
2. You have completed the first six steps of the routine for your first blended beverage, and you have two more in your queue. What do you do next?
3. You have completed the first six steps of the blended Beverage Routine for Beverage 1 and Beverage 2. You have one more beverage in your queue. What should you do next?
4. You have handed off Beverage 1, and you are waiting for Beverage 2 to finish blending. You have one more drink in your queue. What should you do next?
5. You have completed the first six steps for Beverage 3, and Beverage 2 has finished blending. You have no more drinks in your queue. What should you do next?

Register

1. When a customer orders Brewed Coffee or Tea, does the Register barista often gather them?
2. Do I always sleeve the cup first when gathering brewed coffee or tea?
3. Is it okay if I do not face the cup markings toward the bar barista?
4. Do I need to make sure I mark cups so they are easy to read?



Answers for Knowledge Check are located in the *Store Leader Support Kit*.



BARISTA BASICS KNOWLEDGE CHECK #3

Support

1. Do you always double cup a Short beverage containing hot water?
2. To help prevent leaks, where should the sip hole on the lid be oriented in reference to the cup you are lidding?
3. Do you always serve Tall beverages containing hot water with a sleeve?
4. Which size hot beverage always gets a sleeve?
5. For health and safety reasons, which parts of a cup should you never touch?
6. What are some easy ways to anticipate customer needs with to go food orders?

Dedicated to Each Other

1. When someone on your team has made you smile, shared a tip or amazed you with their everyday awesomeness, what can you give them?



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